Council on Technology Services masthead

MINUTES

Thursday, March 14, 2002
Virginia Department of Transportation Auditorium
1:30 p.m. – 4:00 p.m.

ATTENDANCE:

Members:

Secretary of Technology George C. Newstrom; Tim Bass (Virginia Retirement System); Farley Beaton (Department of Taxation); Cheryl Clark (Department of Motor Vehicles); Merritt Cogswell (Department of the State Internal Auditor); Don Darr (Department of Planning and Budget); Ray Davis (Department of Game and Inland Fisheries); Jan Fatouros (Department of General Services); Linda Foster for Farley Beaton (Department of Taxation); Chip German (University of Virginia); Mike Goetz (City of Lynchburg); Bruce Gordon (Department of Information Technology); Larry Hengehold (Virginia Community College System); C. Preston Huff (The Library of Virginia); Joy Hughes (George Mason University); Ken Mittendorff (Supreme Court of Virginia); David Molchany (County of Fairfax); Lan Neugent (Department of Education); David Nims (Electronic Government Implementation Division); Gerry Pacyna (State Corporation Commission); Jim Peters (Virginia Employment Commission); Dee Pisciella (Department of Corrections); Chris Saneda (Department of Alcoholic Beverage Control); Bill Shinar (Virginia Geographic Information Network); Jerry Simonoff (Department of Technology Planning); Ernie Steidle (Department of Rehabilitative Services); David Sullivan (City of Virginia Beach)

Staff:

Jenny Wootton (Department of Technology Planning)

Presenters, Guests, and Representatives:

L. J. Alefontis (webMethods); Peter Berinato (Department of Social Services); Tom Bradshaw

(Virginia Department of Transportation); Chris Carspecken (CMS); Leslie Carter (Department of Information Technology); Al Covey (Virginia Department of Transportation); Robert Crouch (Deputy Secretary of Public Safety); Christopher Doss (VIPNet Authority); Kristin Downer (CACI, Inc.); Cameron Dye (Cox Communications); Steve Edelman (Aspect Communications); Jeff Ferdock (CMS); George Foresman (Office of Commonwealth Preparedness); Dan Galloway (State Corporation Commission); Twyla Garrett (Office of the Secretary of Public Safety); Mitchell Goldstein (Joint Commission on Technology and Science); Stuart Hooper (Merge Computer Group); Eugene Huang (Deputy Secretary of Technology); Sue Keith (Oracle); Steve Kolodney (AMS); Chris Law (KPMG Consulting); Ben Lewis (Keane); Paul Lubic (Department of Technology Planning); The Honorable John Marshall (Secretary of Public Safety); JoJo Martin (Virginia Department of Transportation); Fred Norman (Commonwealth Vendor Consulting); Jim Nystrom (WorldCom); Gareth Owen (Aspect Communications); Don Parr (KPMG Consulting); Murali Rao (Virginia Department of Transportation); Jennifer Schreck (Auditor of Public Accounts); Shaunda Triggs (Virginia Department of Transportation); John Wheatley (Socius); Rod Willett (VIPNet); George Williams (Department of Technology Planning); Bruce Wine (Dell); Dan Ziomek (Department of Technology Planning)

Members Absent:

Bernie Hill (Virginia Department of Transportation); John Noftsinger (James Madison University); Bill Wilson (Division of Legislative Automated Systems)

MEETING OBJECTIVES

The objectives of the Council meeting are: (1) To welcome Secretary of Technology George Newstrom; (2) To discuss technology trends and homeland security options; (3) To discuss and adopt the COTS Bylaws and Workgroup charters; and (4) To determine legislative and budget impacts on technology in the Commonwealth.

WELCOME AND OPENING REMARKS

COTS Executive Director Jenny Wootton called the meeting to order at 1:40 p.m. and introduced Secretary of Technology George C. Newstrom. Secretary Newstrom said he has spent the last few years in Asia and that Virginia feels like home. Secretary Newstrom described the Governor's imperatives to ensure Virginia is perceived as a leader in technology in the global economic marketplace. He emphasized the global aspect of the Governor's imperative, noting that the competition Virginia faces comes not only from other states but also countries all over the world.

The second imperative from the Governor is to understand that the Commonwealth of Virginia

encompasses the entire state, not just northern Virginia. The Governor emphasized the need for Secretary Newstrom to participate in discussions and activities all over the state. The Secretary noted that northern Virginia will be successful because of the region's many strengths. Virginia will not be successful just because northern Virginia is successful—the capabilities need to exist across the Commonwealth.

The third imperative is to understand how much the Commonwealth as a whole is investing in technology. The technology spend ranges between $800 million and $1.2 billion—a major variance. In addition to understanding how much the Commonwealth spends, the Secretary must determine how purchasing is accomplished, what is purchased and from whom, and how to better leverage the Commonwealth's investment dollars.

Secretary Newstrom stated that the next steps are to break the Governor's imperatives down into quantifiable, actionable items and measure success. Secretary Newstrom called on the Council to provide its knowledge and experience, and to assist in carrying out the Governor's imperatives. The Secretary thanked the Council and indicated he looked forward to working with the members.

Approval of Minutes

Ms. Wootton introduced the minutes of the January 31, 2002, meeting at the Monroe Building in Richmond. The minutes were approved unanimously and will be posted to the COTS website at www.cots.state.va.us.

Legislative Update

Ms. Wootton introduced Deputy Secretary of Technology Eugene Huang to update the Council on legislative matters. Deputy Secretary Huang described three bills of importance, including HB823 that gives the Secretary of Technology authority for audits related to security of databases in the Commonwealth. The second bill, HB 824, emphasizes the enterprise role of the Secretary of Technology. HJ 172 calls on state and local government agencies to incorporate machine-readable privacy policies and the Platform for Privacy Preferences Project specification (P3P) into all agency and personal government websites.

Presentation: "Digital Government: Moving Beyond e"

Ms. Wootton introduced Steve Kolodney of AMS, former CIO of Washington state. Mr. Kolodney thanked the Council for the opportunity to speak, and praised the experience and knowledge Secretary Newstrom brings to the Commonwealth. A year ago in Washington there was an earthquake that measured a 6.8 on the Richter scale. The only media that stayed up

during the earthquake was the Internet—it was the place to go for information. Digital government is moving beyond the "e" and is the future of democracy.

What took the radio 36 years to accomplish, it took the Internet five years in terms of numbers of users. And it continues to grow—there are 149 billion computers hooked up worldwide to form the Web. Fifty-five percent of Americans—about 170 million people—visit a government website each year, and twenty percent conduct a transaction with government online. Surveys show citizens desire more, not less, access to government services and information online. In addition, people do not care which agency produces what information—they want seamless access.

Mr. Kolodney presented a video depicting the major considerations states need to build digital government—the next phase of the Internet. The presentation is available on the COTS website. Mr. Kolodney presented the Secretary with a poster and welcomed him to his new post. Secretary Newstrom thanked Mr. Kolodney and noted that the Commonwealth may call on him and his expertise in the near future.

Before moving to the next presentation, Ms. Wootton recognized Secretary of Public Safety John Marshall. Secretary Marshall said he appreciated the invitation to attend the COTS meeting and emphasized the importance of homeland security and working with The Honorable John Hager of the Office of Commonwealth Preparedness. Secretary Marshall recognized Deputy Secretary of Public Safety Robert Crouch. Ms. Wootton recognized George Foresman, Deputy Assistant to Lt. Governor Hager.

Presentation: "e-Government = Homeland Security"

Ms. Wootton introduced Steve Edelman and Gareth Owen of Aspect Communications to discuss the use of technology in state call centers to convert any call center into an emergency communications hub. The presentation is available on the COTS website.

COTS Bylaws

Ms. Wootton introduced the COTS Bylaws. The Bylaws were developed to provide written documentation of the Council's policies and procedures. The Bylaws were designed to provide flexibility without adding unnecessary levels of bureaucracy. Action on the COTS Bylaws was deferred from the January meeting to the March meeting. The members discussed the Bylaws and expressed concerns about Article III, Council Powers and Duties. The Council recommended revising the section of concern to reflect the *Code of Virginia* or to remove the wording altogether, and deferred action on the Bylaws pending the revision. Ms. Wootton will send the revised Bylaws by e-mail to the Council members in advance of the May 9, 2002

meeting of the Council.

COTS Workgroup Charters and Updates

COTS Executive Committee Charter. Chip German described the revisions to the COTS Executive Committee Charter. The revised charter and bylaws provide three primary goals and objectives for the Committee:

1. Determine agenda items for Council meetings based on the priorities of the Council.
2. Oversee and provide support and directions for the activities of all COTS Workgroups consistent with the priorities set by the Council.
3. Recommend to the Secretary of Technology candidates for consideration for appointment to the Council.

Mr. German moved that the Council adopt the COTS Executive Committee Charter. The motion was seconded and passed unanimously.

COTS Workgroup Charter and Reporting Templates. Jerry Simonoff described the COTS Workgroup Charter and Workgroup Reporting templates developed by the Department of Technology Planning to facilitate communication among the Council on the activities of the COTS Workgroups. David Nims asked whether all COTS Workgroups would have sunset dates. Mr. Simonoff stated that some Workgroups are ongoing and others are ad hoc, and that the COTS Executive Committee would be addressing the larger issue. The reporting template ties directly to the charter, and requests consistent updates on major deliverables, goals, and objectives, as well as issues or concerns for consideration by the Council. Mr. Simonoff recommended the Council adopt the templates, and the motion carried unanimously.

COTS Web Services Workgroup Charter. Tim Bass provided the Council an update on the activities of the Workgroup. The team organization is in place and the first meeting will be held March 28 at Virginia Retirement System. There are two main tracks including review efforts underway by Virginia Community Colleges, Fairfax County, and the Department of Alcoholic Beverage Control, and testing web Services components on sufficiently complex applications with business partners.

COTS Ad Hoc Workgroup on Major IT Projects Status Dashboard Update. Chris Saneda updated the Council on the status of the Dashboard Project, a web-based system for reporting the status of major projects (costing $1 million or more). The prototype of the Dashboard has been presented and all secretariats have been requested to provide data to populate the Dashboard. There are 56 projects, and the list of those projects was included in member packets. Forty-four of those projects are active, and baseline information will be requested. The pilot will run

through April. At the May meeting, the decision package will be presented. Mr. Simonoff said the Dashboard will help keep the Secretary of Technology and the sponsoring Secretary aware of project progress and will provide an important decision support tool.

Joy Hughes expressed concern that providing the updates would be burdensome to project managers, particularly as many do not collect such detailed information on accounting for personnel time. Mr. Saneda said the Dashboard was created with input from seasoned project managers and is not intended to be burdensome. Mr. Molchany noted that the Dashboard is a reporting tool, the "end" process for project management. He said the front end of project management has not been developed.

Ernie Steidle asked about the baseline process and whether the baselines could be changed at a later date should there be a major change in direction or process. Mr. Simonoff said that baseline data could be changed. Ms. Hughes asked about the audience for the Dashboard reports. Mr. Saneda said the Dashboard is multi-tiered. Project managers get updates on their specific projects. Agency heads or CIOs review updates on projects within their purview. The sponsoring Secretary reviews updates on all projects within the secretariat. The Secretary of Technology reviews all technology projects.

Larry Hengehold stated the Dashboard deals with the IT portion of the project and asked about the business side. Mr. Hengehold noted that the technology often works in major projects, it's the organization/business that often causes major projects to fail. Mr. Hengehold recommended changing the focus of what is being looked at as data is imperfect and inconsistent. Mr. Molchany described efforts in Fairfax County using an iterative process and recommended building the front-end process as the Council moves forward.

NEW BUSINESS/PUBLIC DISCUSSION/CLOSING REMARKS

There was no new business or public discussion.

ADJOURN

Ms. Wootton thanked everyone for participating and adjourned the meeting.

NEXT MEETING

The next meeting of the Council is Thursday, May 9, 2002, at George Mason University in Fairfax, Virginia.

Respectfully Submitted,

Jennifer L. Wootton

Executive Director

Council on Technology Services